



September 18, 2008

Chris Cole  
CRM Consultant  
Vox ISM  
36 Glengowan Road  
Toronto, Ontario  
Canada, M4N 1E8

Dear Chris:

I'd like to express my gratitude for you and your team's work in helping us customize and implement Microsoft Dynamics CRM 4.0. Being a traditionally low-tech manufacturing company, we weren't sure how the implementation would go but you did a great job of convincing our sales team that not only would CRM help the organization but, more importantly, it would help them.

It's been five weeks since the implementation and training and I'm very happy with the customizations you performed. You quickly became familiar with our unique business needs and designed our system to incorporate and streamline related tasks and processes in CRM.

We are confident that this system, while very powerful as it currently exists, will evolve into part of our company's competitive advantage and this wouldn't be possible without your expertise and insight. Thank you very much for all of you and your team's hard work. I look forward to working with you in the future.

Sincerely,

A handwritten signature in blue ink that reads "Allen Mederos" with a long horizontal flourish extending to the right.

Allen Mederos  
Director of Marketing  
Bates Container